

# Case Study: Anicura Belgium

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IT Support for Distributed Veterinary Clinics

## Client Overview

**Anicura**, part of Mars Veterinary Health, operates a network of veterinary clinics across Europe. In Belgium, the organization manages 18 clinics, each with unique IT requirements for veterinary practice management, medical imaging, and administrative systems.

## Challenge

Anicura Belgium needed a single IT support professional capable of managing the complete IT infrastructure across **18 geographically distributed veterinary clinics**. This included hardware, software, networking, vendor relationships, and ensuring continuous service availability in medical environments where downtime directly impacts patient care.

## Solution

- **Centralized endpoint management** — Deployed and managed Microsoft Intune and Office 365 across all 18 locations for consistent security and policy enforcement
- **Security-first approach** — Implemented CrowdStrike Falcon and Zscaler across all clinics for comprehensive endpoint protection and secure internet access
- **Structured vendor management** — Coordinated multiple vendors (hardware, software, telecom, medical equipment) with clear SLAs and escalation paths
- **Proactive maintenance** — Used Datto for backup and disaster recovery, ensuring business continuity across all sites
- **On-site and remote support** — Balanced between hands-on clinic visits and remote troubleshooting for maximum efficiency

## Results

## 18 clinics

Full IT support as sole technician across all Anicura Belgium locations

## Service continuity

Maintained reliable IT operations ensuring uninterrupted veterinary care delivery

## Security compliance

Consistent security posture across all sites with CrowdStrike + Zscaler + Intune

## Vendor optimization

Streamlined vendor relationships reducing response times and cost

## Technology Stack

Microsoft Intune

Office 365

CrowdStrike Falcon

Zscaler

Datto

3CX

## Duration & Role

**Period:** September 2023 – June 2025 (1 year 9 months)

**Role:** IT Support Technician

**Industry:** Veterinary Services (Mars Veterinary Health)

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